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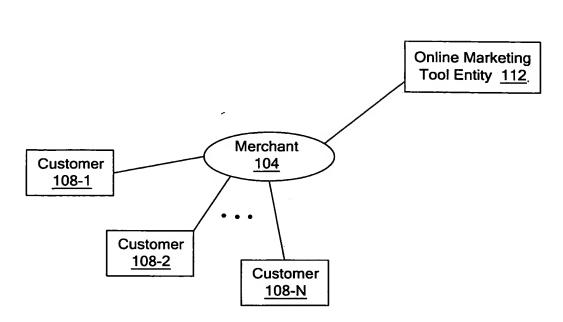


FIG. 1

Web Server
Machine 204

OMT Server
Machine 208

220-1

Data Network

216

220-N

FIG. 2

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Data Collection Methods (DCM) 304

Email Campaign

Tracking:

Opens. Clicks. Conversion. Historical.

Online Survey Tracking:

Answers. Historical. Web Campaign Tracking:

Impressions. Clicks. Conversion. Historical.

Member Database & Arbitrary Data.

Business Rules Engine (BRE) 308

- 1. Takes input from the Data Collection Methods.
- 2. Applies Rules-Sets created and managed in the Life Cycle Mangager to determine the "State" for each individual person.
- 3. Makes the "State" information available to the Content Presentation Methods.

Content Presentation Methods 312

Email

Personalized

by:

Substitution. **Environment** Variables. Conditional Content. Database Values. State.

Online Surveys

Web Content Personalized By:

Substitution. Environment Variables. Conditional Content. Database Values. State.

Arbitrary **Export**

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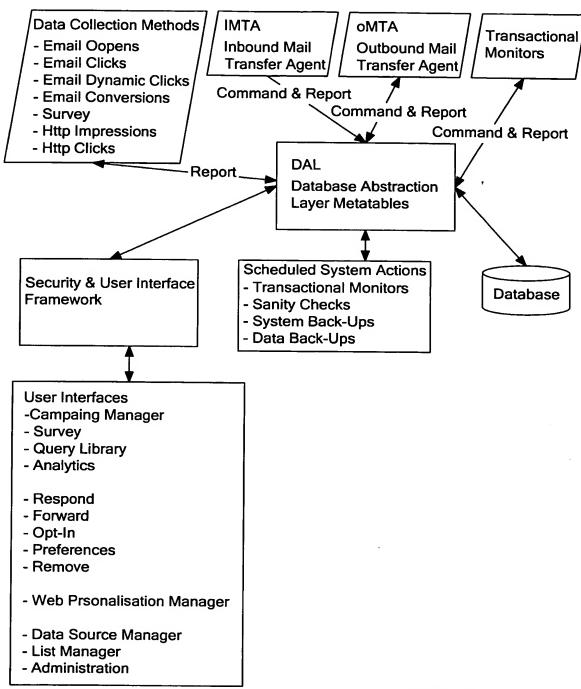


FIG. 4

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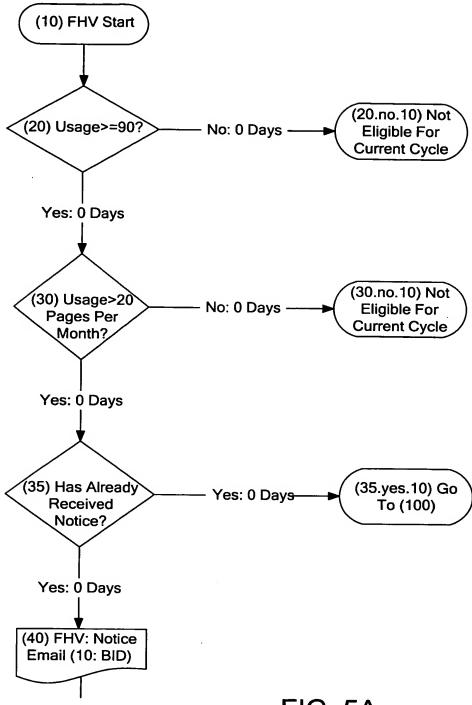


FIG. 5A

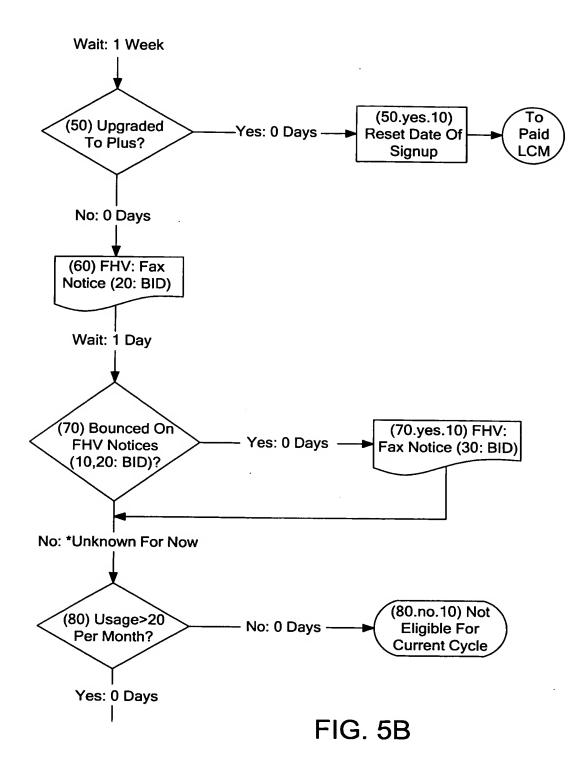
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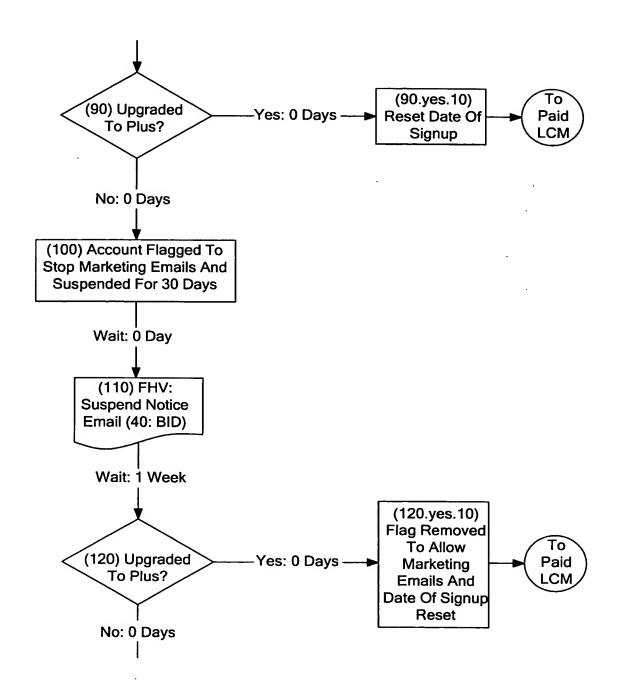


FIG. 5C

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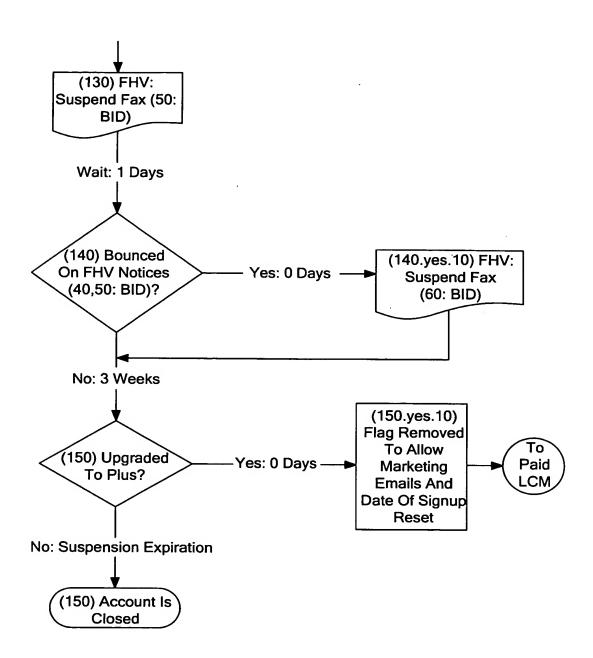


FIG. 5D

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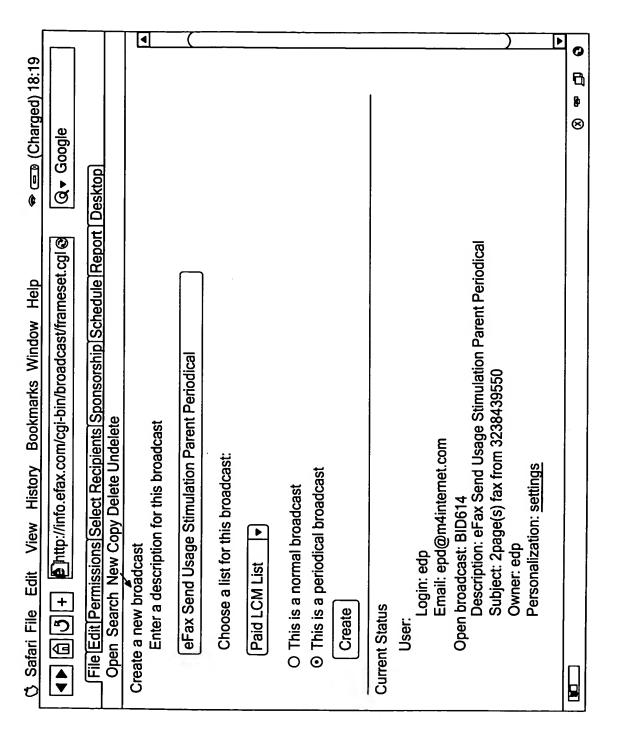


FIG. 6A

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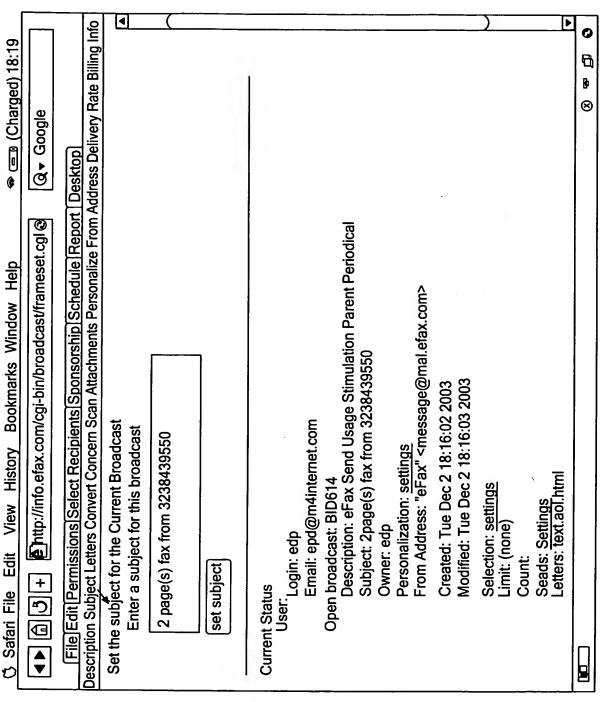


FIG. 6B

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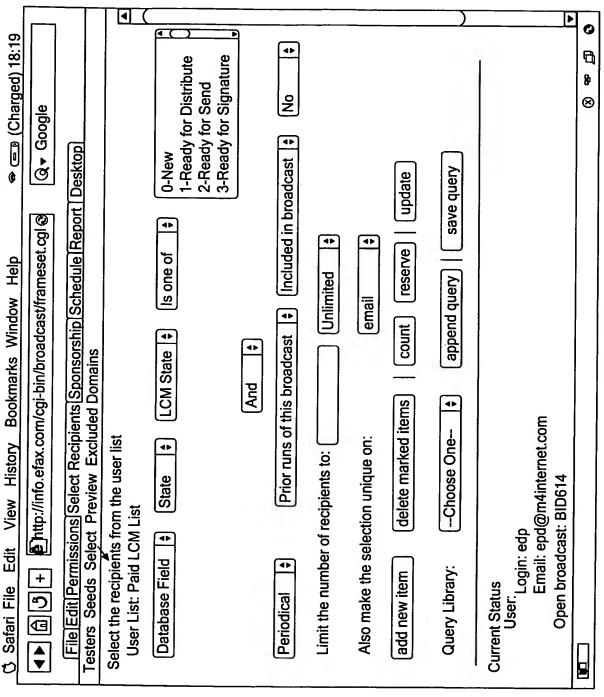


FIG. 6C

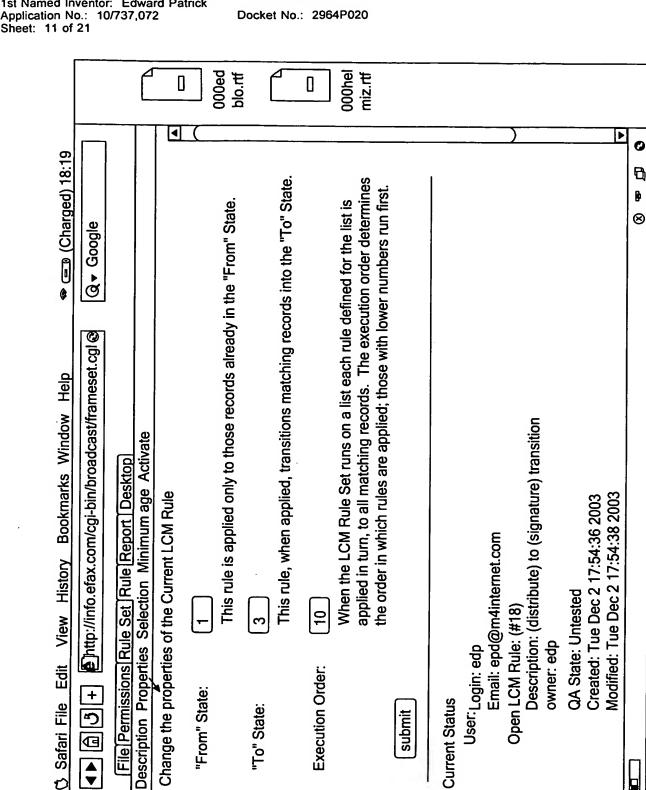
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10

Execution Order:

က

"To" State:

"From" State:

FIG. 7A

QA State: Untested

owner: edp

Open LCM Rule: (#18)

User: Login: edp

Current Status

submit

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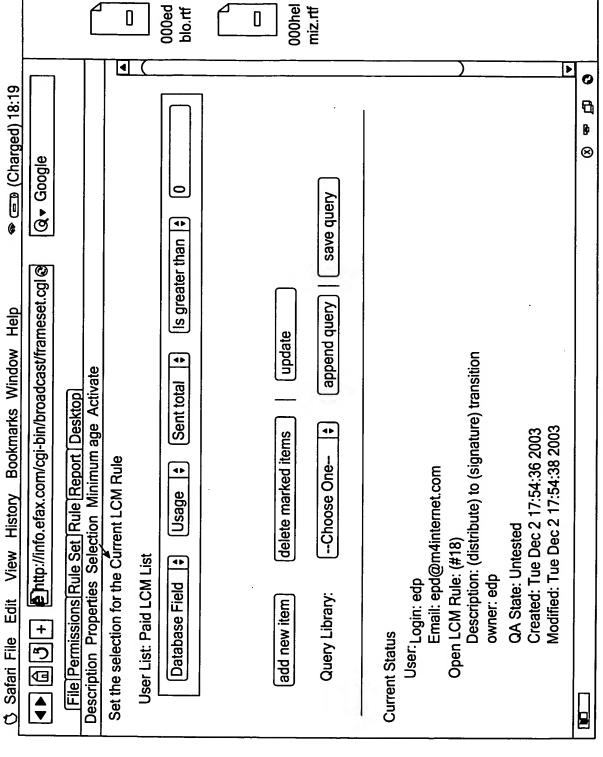


FIG. 7B

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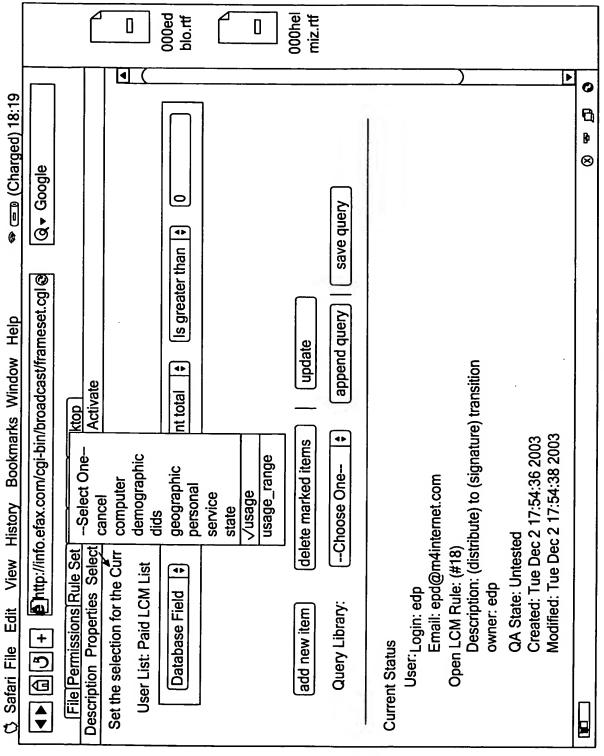


FIG. 7C

Blakely, Sokoloff, Taylor & Zafman LLP (310) 207-3800

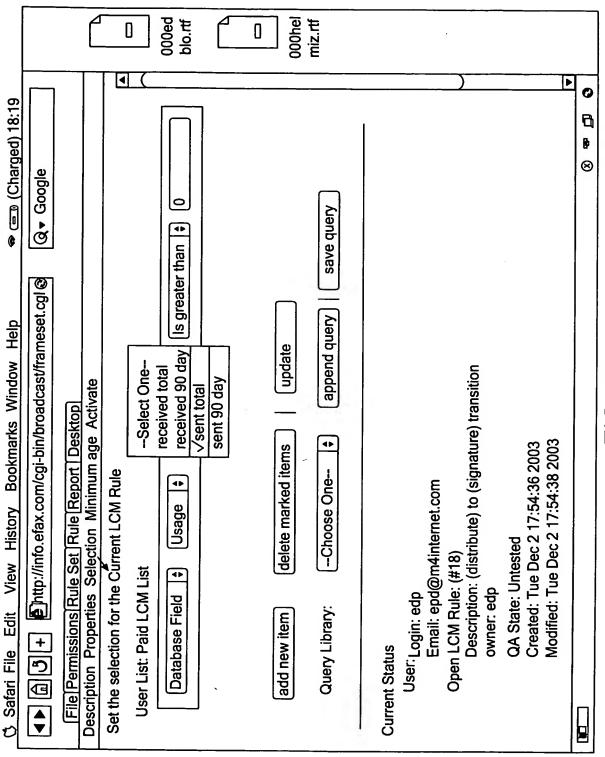
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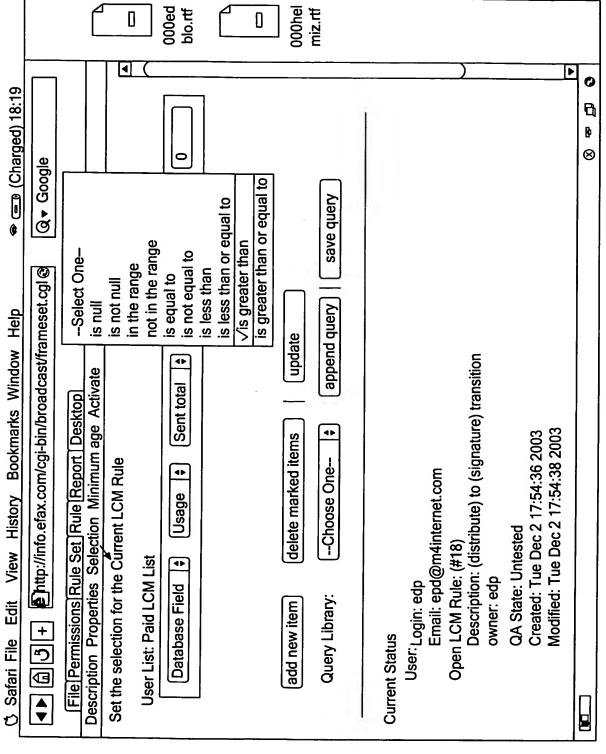


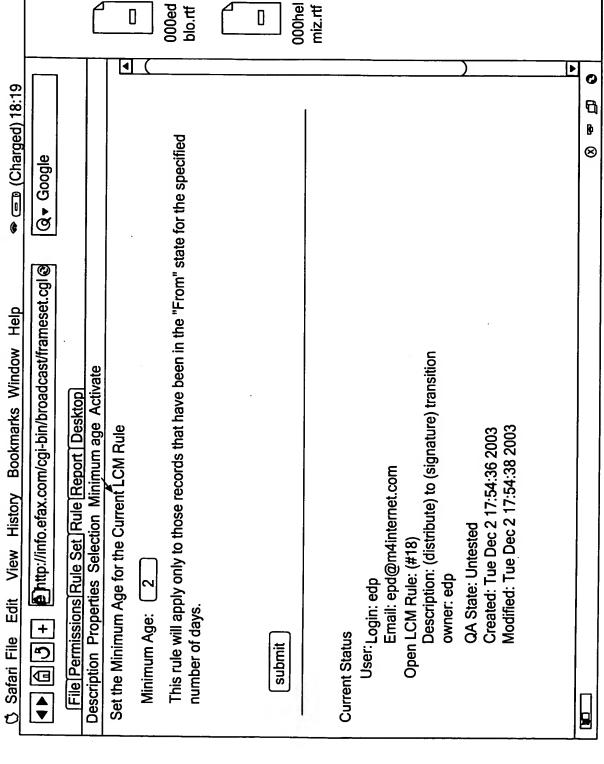
FIG. 7E

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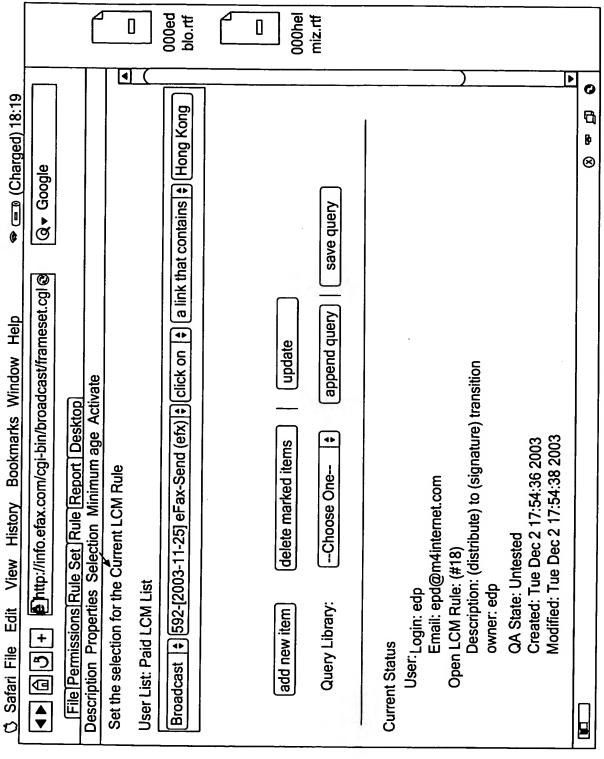
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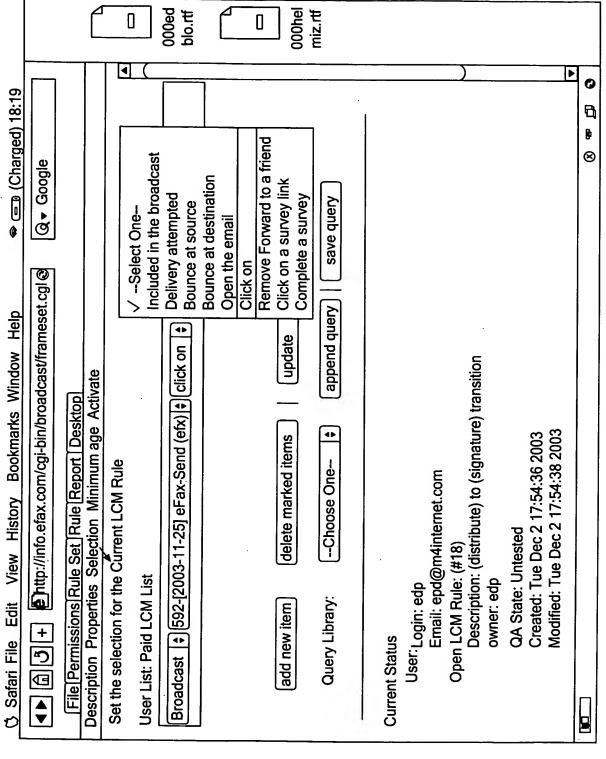


FIG. 8B

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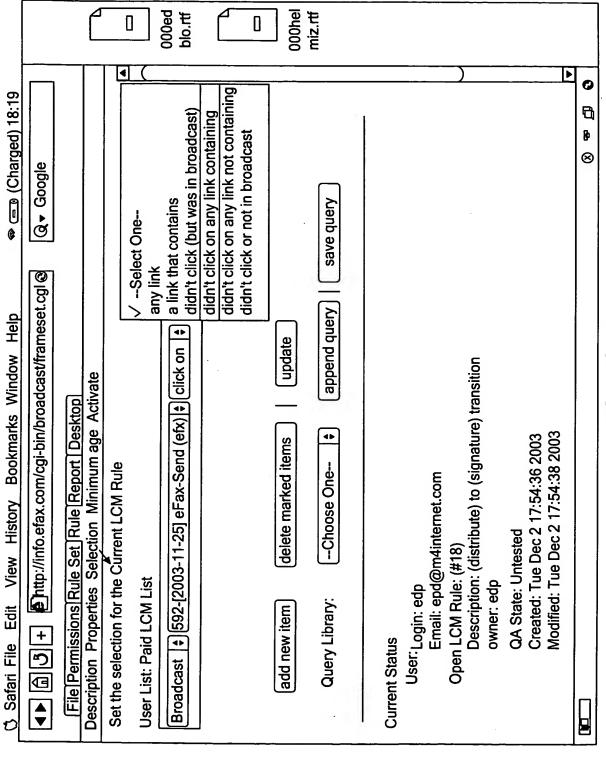
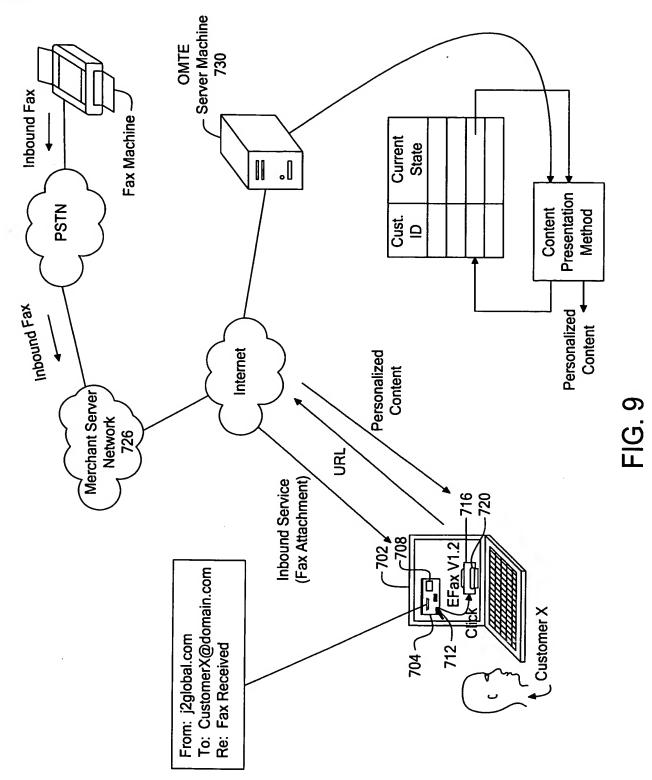


FIG. 8C

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